If you are using a printed copy of this procedure, and not the on-screen version, then you <u>MUST</u> make sure the dates at the bottom of the printed copy and the on-screen version match.

The on-screen version of the Collider-Accelerator Department Procedure is the Official Version.

Hard copies of all signed, official, C-A Operating Procedures are kept on file in the C-A ESHQ

Training Office, Bldg. 911A.

C-A OPERATIONS PROCEDURES MANUAL

ATTACHMENT

2.9.b Trouble Report Flow Chart

| C-A-OPM Procedures in which this Attachment is used. | | | | | |
|--|--|--|--|--|--|
| 2.9 | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

Hand Processed Changes

| HPC No. | Date | <u>></u> | Page Nos. | <u>Initials</u> | |
|---------|-----------|--|-----------------|-----------------|------|
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | Approved: | <u>Si</u> | gnature on File | | |
| | | Collider-Accelerator Department Chairman | | | Date |

D. Passarello

TROUBLE REPORT REPORTING PROCESS

Trouble Report initiated by Operations when:

- Non-scheduled accelerator downtime > 1hr
- Cumulative downtime 1hr in a given week for a particular system
- Failures that significantly degrade accelerator performance, e.g. 20% degradation of beam intensity for > 4hrs. or keep experiment/user off > 2 hrs.

Based on the equipment code entered, the Trouble Report is automatically forwarded to appropriate personnel for further processing.

Repair person(s) shall:

- -Enter a description of the problem, details of the repair, their name(s), date, and time.
- -Upon completion, notify supervisor that TR is ready for review.

Repair person's supervisor:

- Reviews TR for clarity and completeness.
- Adds comments as needed.
- Enters name and date.
- Submits TR for System Engineer review.

System Engineer

- Selects appropriate type of repair (e.g. permanent, temporary).
- Enters explanation of repair made, their name and date of review.
- Forwards TR to QA for submittal to the Trouble Report Committee.

C-A Trouble Report Committee (TRC) reviews (bimonthly during C-A running periods) all new and resubmitted Trouble Reports.

Further investigation required.

No further action required.

- TRC indicates group responsible for further investigation and to whom the response is to be forwarded to.
- Responsible C-A support group investigates reported problem.
- Investigation results/corrective action recommendations documented to appropriate line management and Quality Assurance Office within 1 calendar month.
- QA resubmits TR, with supporting documentation, to TRC.

TR Closed.

Trouble report records are maintained by C-A Quality Assurance Office.

QA shall inform the TRC if requested investigation/corrective action recommendations are not received within four months of assignment.